Appendix C
Return the Routing Node or its Components

This chapter discusses the following topics related to returning parts for repair or replacement:

Return Procedure on page 233

Locate Component Serial Numbers on page 234

Pack the Routing Node for Shipment on page 241

Pack Components for Shipment on page 242

Return Procedure

For product problems or technical support issues, contact the Juniper Networks Technical Assistance Center (JTAC) at support@juniper.net, or at 1-888-314-JTAC (within the United States) or 408-745-2121 (from outside the United States).

When you need to return a component, follow this procedure:

1. You must obtain a Return Materials Authorization Number (RMA) before returning a product for repair or replacement. When requesting an RMA, please provide the following information:

    Model number and serial number of unit

    Requester name and telephone and fax numbers

    Ship-to address, including contact name and phone number

    Description of the failure

    When your RMA request is validated, an RMA is issued for the return of the inoperative unit.

2. Locate the serial number of the component you are replacing. See "Locate Component Serial Numbers" on page 234 for more information.

3. Pack the routing node or routing node components for shipment using the procedure as described in "Pack the Routing Node for Shipment" on page 241 or "Pack Components for Shipment" on page 242.

Locate Component Serial Numbers

Before returning a routing node component to Juniper Networks, you must find the serial number to include on the RMA.

To list all the chassis components and their serial numbers, enter the following command-line interface (CLI) command:

user@host> **show chassis hardware**

You can also find the serial numbers on the components. The following sections describe the physical location of the serial number on each component of the routing node:

Serial Number Tags on page 234

CB Serial Number Tag on page 235

CIP Serial Number Tag on page 236

Craft Interface Serial Number Tag on page 236

FPC Serial Number Tag on page 237

PIC Serial Number Tag on page 238

Power Supply Serial Number Tag on page 239

Routing Engine Serial Number Tag on page 240

SCG Serial Number Tag on page 240

SIB Serial Number Tag on page 241

Serial Number Tags

On most components, the serial number appears as a small rectangular tag attached to the component (see Figure 101).
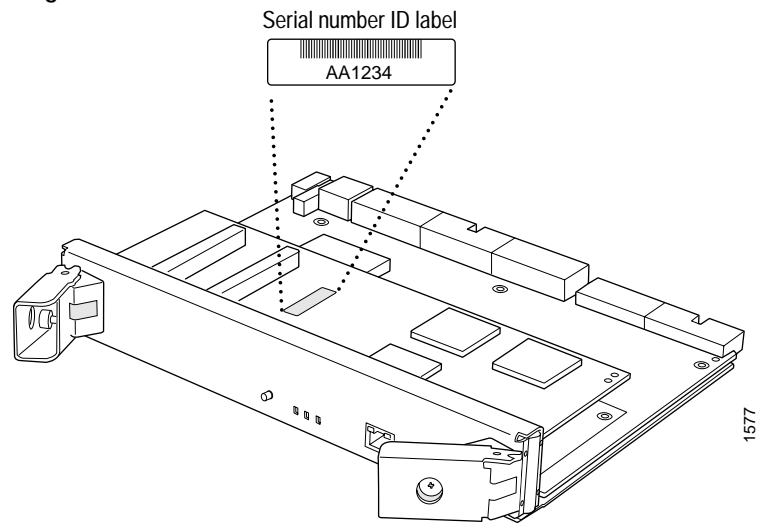
Figure 101: Serial Number Tag

CB Serial Number Tag

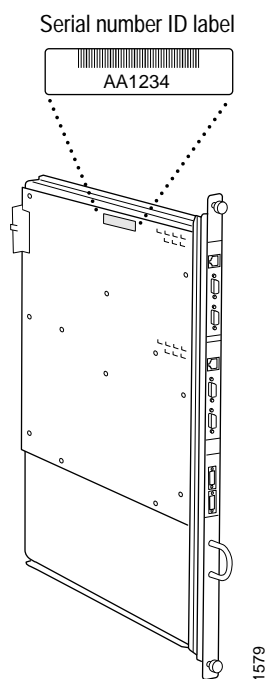The serial number is located on the bottom of the left side of the CB (see Figure 102).

Figure 102: Serial Number Tag on CB

Serial number ID label

AA1234

1577

CIP Serial Number Tag

The serial number tag is located at the top of the left side of the CIP (see Figure 103).

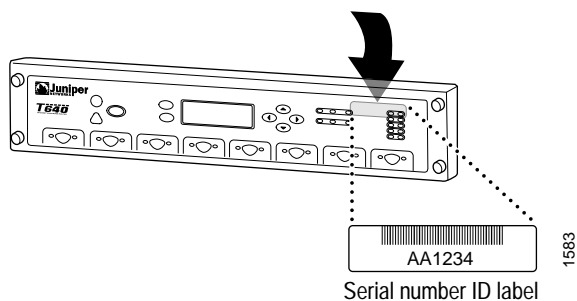**Figure 103: Serial Number Tag on CIP**

Serial number ID label

AA1234

1579

Craft Interface Serial Number Tag

The serial number is located on the back of the craft interface panel, behind the alarm LEDs (see Figure).

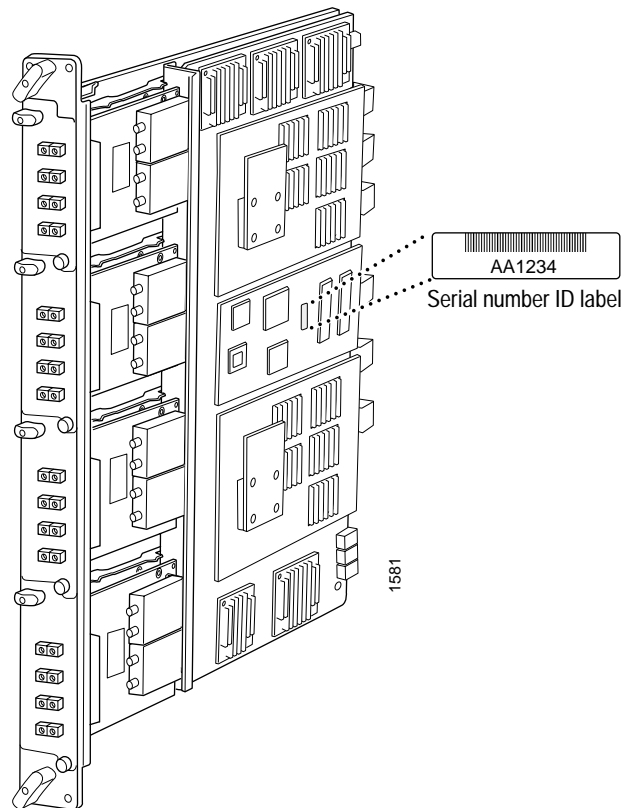**Figure 104: Serial Number Tag on Craft Interface**

AA1234

1583

Serial number ID label

FPC Serial Number Tag

The serial number tag is located on the center of the right side of the FPC3 (see Figure 105). On an FPC2, the serial number tag is located near the top PIC slot.
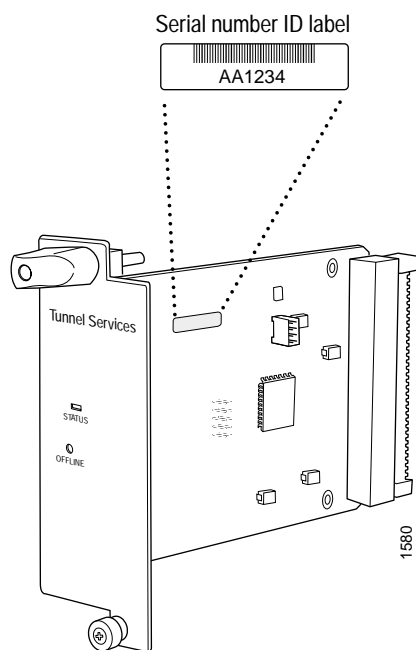
Figure 105: Serial Number Tag on FPC

Serial number ID label

AA1234

1581

PIC Serial Number Tag

The serial number tag is located on the right side of the PIC (see Figure), when the PIC is vertically oriented (as it would be installed in the routing node). The exact location may be slightly different on different PICs, depending on the placement of components on the PIC board.
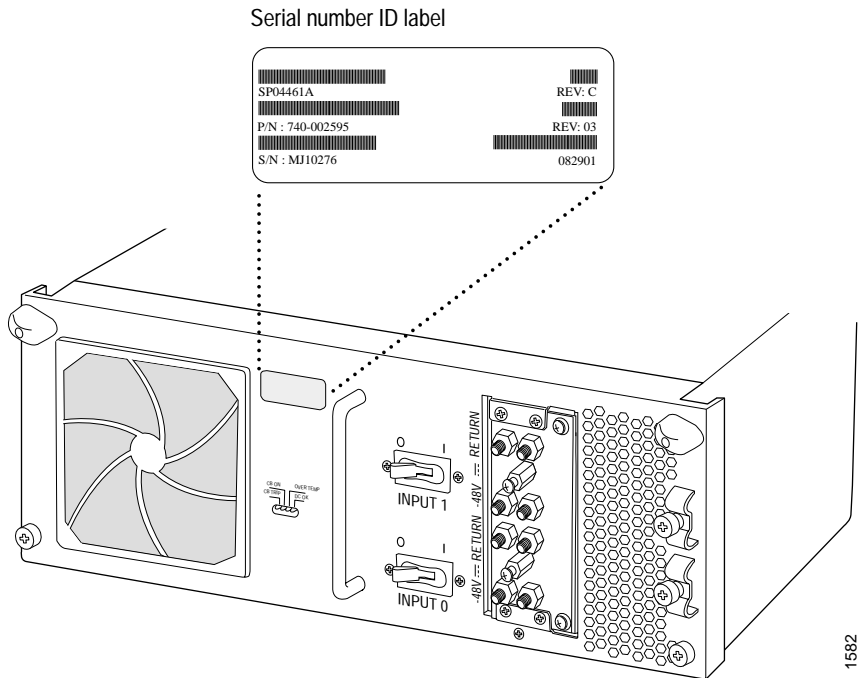
Figure 106: Serial Number Tag on PIC

Serial number ID label

AA1234

Tunnel Services

STATUS

OFFLINE

1580

Power Supply Serial Number Tag

The serial number tag is located on the left side of the power supply faceplate (see Figure 107).

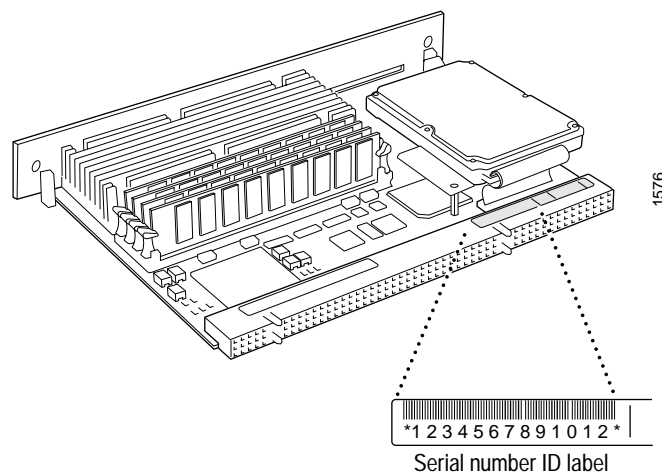**Figure 107: Serial Number Tag on Power Supply**

Serial number ID label

SP04461A   REV: C

P/N : 740-002595   REV: 03

S/N : MJ10276   082901

INPUT 1

INPUT 0

-48V ⎓ RETURN   -48V ⎓ RETURN

1582

Routing Engine Serial Number Tag

The serial number tag is located on the right side of the top of the Routing Engine (see Figure).

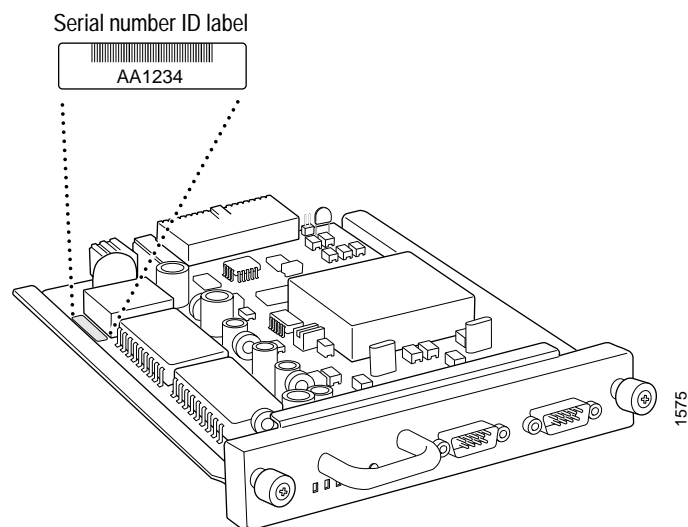**Figure 108: Serial Number Tag on Routing Engine**

*1 2 3 4 5 6 7 8 9 1 0 1 2 *

Serial number ID label

SCG Serial Number Tag

The serial number is located on the top of the SCG, close to the midplane connector (see Figure).

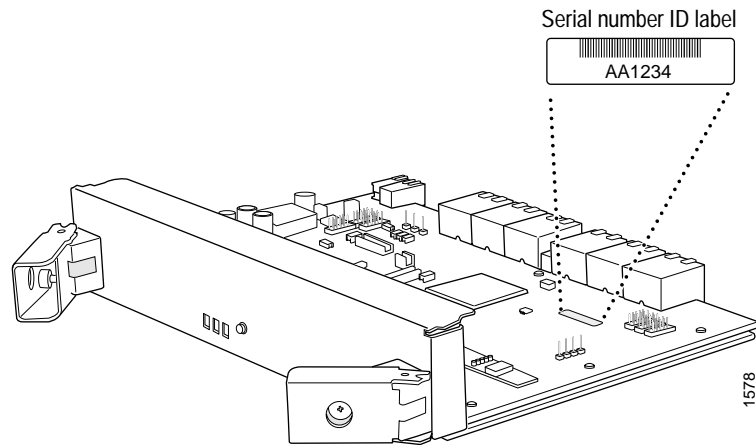**Figure 109: Serial Number Tag on SCG**

Serial number ID label

AA1234

SIB Serial Number Tag

The serial number tag is located on the left side of the SIB top panel of the SIB (see Figure).

Figure 110: Serial Number Tag on SIB

Pack the Routing Node for Shipment

To pack the routing node for shipment follow this procedure:

1. Retrieve the packing box, pallet, packing materials, and strapping that contained your routing node when it was shipped.

2. Power down the routing node and remove the power supplies.

3. Remove the cables to all external devices.

4. Remove the chassis from the rack.

    a. Place the lift under the routing node.

    b. Disconnect the routing node from the rack.

    c. Using the lift, move the routing node to the pallet.

5. Place the chassis on the pallet and bolt it to the pallet.

6. Replace the packing foam on top of the chassis.

7. Place the crate cover over the chassis and foam.

Pack Components for Shipment

To pack and ship individual routing node components, follow these guidelines:

When you return components, make sure they are adequately protected with packing materials and packed so that the pieces are prevented from moving around inside the carton. Use the original shipping materials if they are available.

Place individual boards in electrostatic bags.

> ⚠️
> **Caution**
>
> Do not stack any of the Packet Forwarding Engine components.